

# South Norfolk and Broadland Rough Sleeper Strategy

2022 - 2025



# 1. Introduction

This strategy articulates the joint commitments by South Norfolk Council and Broadland District Council to eliminate rough sleeping in the two districts. It aligns with the Greater Norwich Homelessness Strategy 2020-2025 in recognition that elimination of rough sleeping starts with homelessness prevention. Both strategies sit within the Council's Strategic Plan and Delivery Plan and are a legal requirement under the Homelessness Act 2002.

No one should be rough sleeping out of necessity and both South Norfolk and Broadland are going to build on successful work that has already reduced incidences of rough sleeping in the districts and prevented it from re-occurring. This strategy sets out bold ambitions in which to; deliver an outstanding, joined up and holistic rough sleeper service; meet the challenges of Covid-19; drive down rough sleeping to the point of elimination; and encourage positive outcomes.

## 1.1 Definition of rough sleeping

For national statistical returns, the definition of rough sleeping is:

People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as, on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or 'bashes').

This definition does not include people in hostels or shelters, sofa surfers, people in campsites or other sites used for recreational purposes or organised protests, squatters or Travellers sites.

For the purposes of this strategy a broader definition of rough sleeper is used and includes:

- Those at risk of rough sleeping, therefore action needs to take place to prevent it from occurring.
- Those who are already rough sleeping and intervention is required to offer accommodation and support.
- Those who have previously been at risk of/ or have experienced rough sleeping who can be offered recovery measures to support long-term positive outcomes and prevent further risk or a return to rough sleeping.

## 1.2 Voice of people with lived experience

Reasons for rough sleeping and loss of a home can be varied and complex and actions as a result of this strategy need to ensure that services are flexible and designed to meet different needs. For these to be truly effective, the voice of people with current or former lived experience of homelessness and rough sleeping is key. To achieve this, South Norfolk and Broadland Councils consulted publically on the draft strategy. We will also be participating in continual engagement with our customers through ongoing house meetings and with the Norfolk co-production alliance group.

## 2. Our Vision and Priority Themes

### **Our Vision:**

To eliminate rough sleeping in our districts by taking a person centered approach and offering the right housing and support.

### **Prevention:**

Rough sleeping is prevented

### **Intervention:**

Offer the right accommodation and support at the right time.  
No second night sleeping rough

### **Recovery:**

The impact of the service is positive and long-lasting  
for the customer

### **Systems:**

Working together to eliminate rough sleeping



## 2.1 South Norfolk and Broadland Vision:

To eliminate rough sleeping in our districts by taking a person centred approach and offering the right housing and support.

## 2.2 Priority One: Prevention

Strategic Objective: Rough sleeping is prevented

We will do this by:

- Developing our services to provide fast access to housing and homelessness services, including through our website and our Help Hub.
- Sharing information appropriately to identify those at risk of rough sleeping to offer advice and support
- Working in partnership to prevent homelessness at prison release or hospital discharge, including mental health wards.
- Exploring all housing options to prevent rough sleeping.

## 2.3 Priority Two: Intervention

Strategic Objective: Offer the right accommodation and support at the right time. No second night sleeping rough.

We will do this by:

- Making an offer of accommodation and support to all verified rough sleepers
- Creating support plans with the customer. These will focus on people's strengths and aspirations
- Work with partners to provide all round support that is right for the customer.
- Link to community connector services through our Help Hub for access to GPs and other health services.
- Using our high support housing (Housing First) service
- Seeking self-contained accommodation to reduce risk of Covid-19 where necessary
- Increasing our temporary accommodation stock
- Ensuring those who are most vulnerable are helped through our housing and homeless teams.

## 2.4 Priority Three: Recovery

Strategic Objective: The impact of the service is positive and long-lasting for the customer

We will do this by:

- Recruiting a non-medical specialist to assist those with multiple support needs such as mental health and substance misuse.
- Using a support offer to both prevent further rough sleeping and sustain tenancies once housed.
- Using the Help Hub as a step down/step up service to prevent crisis from re-occurring
- Promoting and helping people to access skills, education and employment opportunities
- Help with moving on through supported housing through the Broadland District Council and South Norfolk Council Hostel and Supported Accommodation Move-on agreement.

## 2.5 Priority Four: Systems

Strategic Objective: Working together to eliminate rough sleeping

We will do this by:

- Researching a trauma informed approach to be adopted by the Councils
- Making sure that services are designed with people with experience of homelessness and rough sleeping
- Purchasing new software so that our data is correct and to make sure we're offering the right service.
- Work with wider health services through newly formed Health and Wellbeing Partnerships to improve wellbeing and reduce health inequalities.
- Working with partners to prevent homelessness and rough sleeping through the Norfolk Strategic Housing Partnership (NSHP)
- Explore funding opportunities in addition to Rough Sleeping Initiative Funding to support our services.



### 3. Rough Sleeping in South Norfolk and Broadland – Key findings.

When writing this strategy, a review of the rough sleeper service from August 2019-October 2021 was completed. Full findings can be found at Appendix A at the end of this document.

Of the 116 individuals accommodated through the service:

**38%**  
of individuals were  
from the Broadland District



**62%**  
of individuals were  
from the South Norfolk District



**82%**  
were male and 33%  
were aged 18-29



Just under half (49%) had a known mental health condition. Of these, 61% also had at least one alcohol/substance misuse issue.

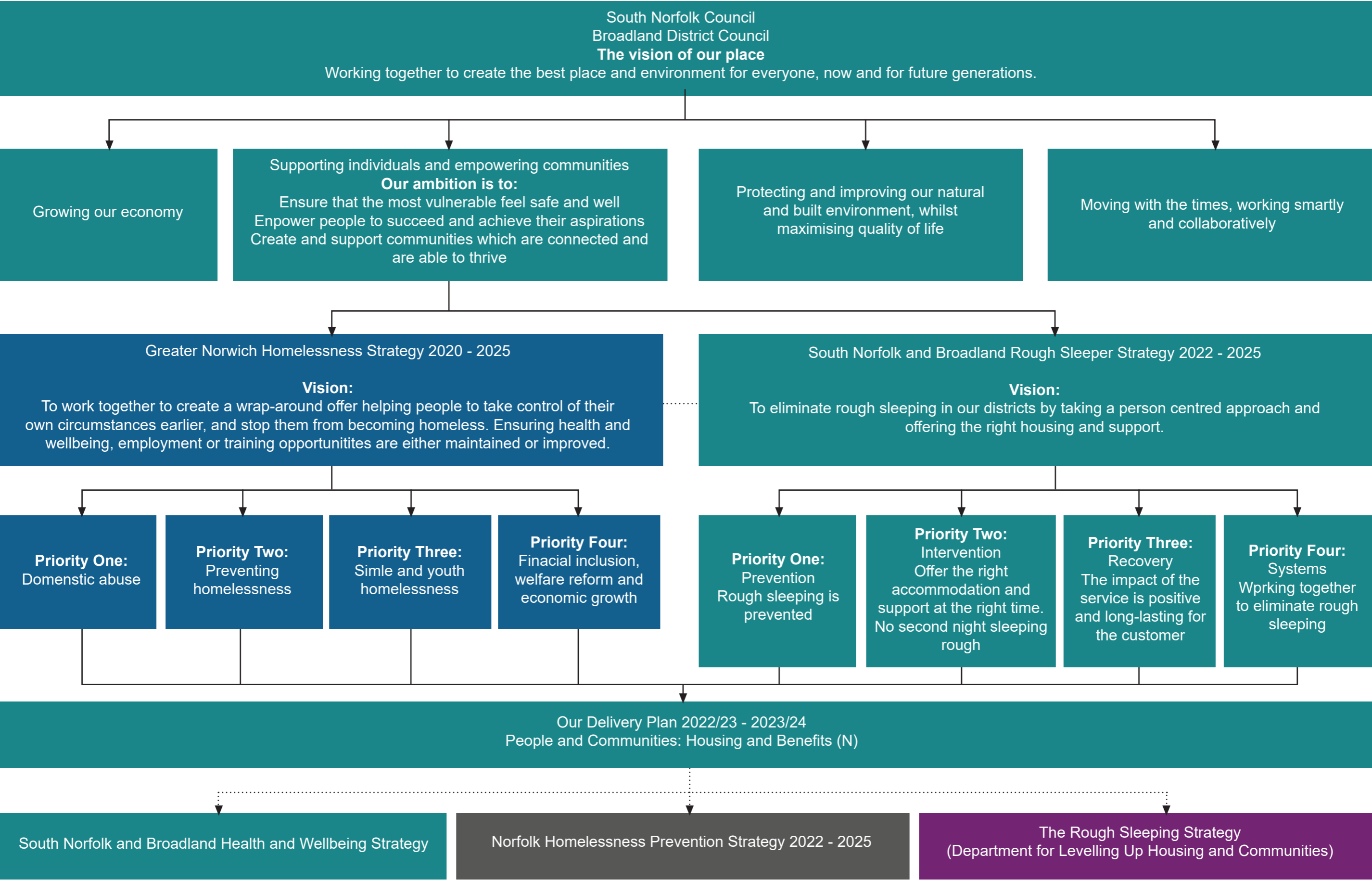
**30%**  
were accommodated in our  
Staging Post or Somewhere  
Safe to Stay accommodation



**64%**  
have successfully moved on  
from the service



4. Strategic Context





## 4.1 Our Plan 2020-2024 and Our Delivery Plan 2022/23-2023/24

Our Strategic Plan identifies the main vision for our place alongside four priority areas where we focus our resources and work. These are underpinned by how we deliver our services through our people, our approach and performance. It is important to link our vision, priorities and ambitions, to our service delivery and team and individual objectives. The Delivery Plan is focussed on the three service areas the council is made up of, with each activity carried out being linked back to the key priority areas. This includes activities relating to delivery of our homelessness and rough sleeping strategies.

## 4.2 Greater Norwich Homelessness Strategy 2020-2025

Sets out our approach to homelessness prevention across South Norfolk, Broadland and Norwich. It has a wider focus than this Rough Sleeper Strategy and recognises that across greater Norwich the reasons for approach into housing services are similar. The strategy has four priority areas

- Domestic Abuse
- Homelessness Prevention
- Single and Young People
- Financial Inclusion, Welfare Reform and Economic Growth.

Mental Health does not have a separate priority but is recognised as having influence and impact on all four priorities identified. Delivery of the strategy is supported by the Councils and the Greater Norwich Homelessness Forum.

## 4.3 No Homelessness in Norfolk

“No Homelessness in Norfolk” is a project being delivered by the Norfolk Strategic Housing Partnership. It seeks to extend the partnership working swiftly developed as a result of the initial Covid-19 outbreak by Local Authorities, Norfolk County Council, Public Health, Housing Associations, Social Care, Police, Probation, Voluntary Sector and Charities.

Underpinning the project is the Norfolk Homelessness Charter and the Norfolk Homelessness Prevention Strategy 2022-2025. This includes four key priorities:

1. Reduce homelessness by focussing on homeless prevention services
2. Improve access to homelessness support services across Norfolk
3. Continue to develop person-centred services with a focus on co-production
4. Continue to build partnership working to improve collaboration and whole system change.

The strategy brings together partners to ensure that services work together to shared aims and aspirations to deliver these priorities.

## 4.4 Rough Sleeper Strategy

The Department for Levelling Up Housing and Community (DLUHC) formerly, Ministry of Housing, Communities and Local Government (MHCLG) Rough Sleeper Strategy sets out central government's plans to halve rough sleeping by 2022 and end it by 2027. It includes a range of commitments, intended both to help those who are sleeping on our streets or currently at risk of doing so, and to lay foundations for a system focused on prevention, early intervention and a rapid re-housing approach to recovery. The Strategy has been accompanied by a number of bidding rounds to secure funding for new and innovative interventions to reduce rough sleeping and to enable the rapid re-housing of those who have been homeless.

## 5. COVID-19

South Norfolk and Broadland districts are relatively well-off areas. Using ranking for indices of deprivation, both Councils are within the top 30% least deprived districts in England. However, the appearance of affluence can hide areas of poverty and need in addition to deepening inequalities. To highlight, South Norfolk scored within the 30% most deprived areas for barriers to housing and services and Broadland at mid-way through the ranking.

In addition, the Coronavirus outbreak and nationwide lockdown requirements saw a large increase in the number of people who are rough sleeping or at risk of rough sleeping supported and accommodated by South Norfolk and Broadland. The main source of this increase came from those who had insecure arrangements for their housing, otherwise known as hidden homelessness. This has provided evidence that although rough sleeping remains low within both districts there are some people who have very little control over their housing and remain on the edge of rough sleeping. Under the Everyone In request in March 2020, the councils were successful in making an offer to all those rough sleeping in the districts at that time.

However, pandemic related challenges remain and for people with experience of rough sleeping these challenges can be bigger. Appendix A provides further information on these areas, however they can be summarised as:

- Moving on from temporary accommodation into permanent housing
- Availability and affordability of private rented homes
- Support when moving into permanent housing and sustaining tenancies
- Seeking appropriate mental health support, including for those who misuse alcohol and substances
- Finding appropriate accommodation to prevent spread of Covid-19
- Access to services where more people are asking for help as economic impacts deepen
- Accessing skills, education and employment opportunities



## 6. Delivering the Rough Sleeper Service

The rural nature of both areas means that rough sleeping can be hidden. In early 2019, a review of approaches to housing services by people found or believed to be rough sleeping in South Norfolk or Broadland over a 13 month period found that numbers were higher than previously thought. As a result and, following a successful bid for Central Government Rough Sleeper Initiative (RSI) funding, a rough sleeper team and service was created. This has been added to with other funding, including the Rough Sleeper Accommodation Programme (RSAP) which saw the introduction of a Housing First-led approach for customers requiring intensive support.

The service is designed to address the needs of rough sleepers across the Broadland and South Norfolk districts and includes a fast street based response to any reports of rough sleeping.

Within the team there are:

### 6.1 Rough Sleeper Co-ordinators

Rough Sleeper Coordinators are able to provide a fast response to reports of rough sleepers. Their role is to establish contact, assess the needs of anyone found to be rough sleeping and provide the necessary support to engage with services and to seek more settled accommodation. The senior co-ordinator acts as the conduit between those working with rough sleepers and the Housing and Benefits Manager. They offer technical expertise and collect data. Senior co-ordinators also provide oversight including developing bids for funding.

### 6.2 Floating Support Officers

Officers work with the customer, the wider Housing Team and other partners to either prevent rough sleeping and homelessness entirely or, where not possible, to ensure that the customers route into rough sleeping and homelessness is directed along a different and more positive pathway. They take a multi-agency approach with others supporting the individual and work with agencies namely mental health and drug and alcohol support services amongst others to offer a joined-up service to the individual.

### 6.3 Housing First Officers

Provide management of accommodation and support to those in the Housing First scheme. As a customer's needs can be highly complex, Housing First Officers will have a smaller case load to give more intensive support and for a longer period of time. They work with all persons identified as appropriate to support each individual. Officers also work with supported accommodation providers and social housing landlords to identify customer's move on options from Housing First accommodation.

### 6.4 Housing Solutions Officer – Criminal Justice Specialist

The main aim of this job role is to support ex-offenders who would otherwise be at risk of rough sleeping through increasing access to private rented homes. Partnership working is crucial to the success of this scheme. These include (but are not limited to): Probation, Prisons, Community Accommodation Service, Approved Premises, Bail Accommodation Support Services, Police, Health, substance misuse services, Voluntary and Faith Sector Charities and the Department for Work and Pensions (DWP). This is a 12 month post shared across South Norfolk, Broadland and Breckland funded by the Ministry of Justice.



## 6.5 Assessment and Resettlement Officer

Supported the rough sleeper co-ordinators and provided a fast outreach response to high need clients who are homeless and/or rough sleeping, to access suitable accommodation and services to improve outcomes and prevent reoccurrence. They encouraged and developed proactive working with supported accommodation providers to identify customers move on options and oversaw day to day management of the rough sleeper accommodation. Funding for this post ended in December 2021 and forms part of a cross district Rough Sleeper Initiative funding bid for 2022-2025.

## 6.6 Accommodation

The Councils have a number of accommodation options within the rough sleeper service including:

- Staging Post accommodation consisting of a six-bedroom house providing fast-access, short term housing. From here, residents can work with officers to identify their needs, access further services and plan next steps.
- A Somewhere Safe to Stay flat, providing flexible use to meet demands, for example as very short-term accommodation up to 72 hours or those with slightly higher needs, or needing to self-isolate.
- Access to main homelessness services, this could be for assessment under the Homelessness Reduction Act and a duty to provide other temporary accommodation.
- Four Housing First properties, soon to be expanded to seven. The overall aim of Housing First is to provide a stable, independent home and intensive personalised support and case management to homeless people with multiple and complex needs. Housing is seen as a human right by Housing First services. There are no conditions around being ready for housing before providing someone with a home; rather, secure housing is viewed as an important area from which other issues can be addressed.

## 6.7 Working in partnership

Partnership working is crucial to overcome immediate issues of rough sleeping and also to encourage positive long-term outcomes for people. This starts by working with individuals, finding strengths and setting goals, from the very small and very quick to longer term planning. Working in partnership means we can identify people at risk of rough sleeping earlier, preventing crisis. Partners also add holistic support through finances, access to health care and recovery services, legal advice, options for permanent homes and employment and training opportunities. It is only by working in partnership that we can make lasting impacts whether for the individual or on a wider system level.

## 7. Monitoring and Oversight

The strategy will be partner reviewed annually in line with the Greater Norwich Homelessness Strategy through the Greater Norwich Homelessness Forum.

# SOUTH NORFOLK AND BROADLAND ROUGH SLEEPER STRATEGY 2022- 2025

## Appendix A: Rough Sleeping Review 2019-2021

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### 1. Introduction

Our Councils have made significant efforts to ensure that our residents sleeping rough or at risk of sleeping rough were safely accommodated during the Covid-19 crisis. During the first lockdown in March 2020, the Councils successfully responded to the government's "Everyone In" programme and were able to offer accommodation to over 20 people across the districts and continued to do so as part of our ongoing objectives to eradicate rough sleeping in Broadland and South Norfolk districts.

For many people, the end of the majority of pandemic restrictions during 2021 was rightly a joyous time. It was an opportunity to live a quasi-normal life for the first time in nearly a year and a half. However, for an increasing number, it brought with it renewed potential for homelessness and rough sleeping.

A number of the pandemic policy support measures have come to an end and many homelessness organisations across the UK are now reporting higher numbers of rough sleepers, many of whom are doing so for the first time.

Furthermore, consumer price inflation peaked at 5.1%<sup>1</sup> in November and, according to the Office for Budgetary Responsibility predictions<sup>2</sup> it is expected to return to target levels only in the second half of 2024, with the persistent stagnation in household income and earnings expected to continue until 2028.

In addition, access to private sector rented properties has shown to be more limited as landlords are becoming more selective with their choice of tenants and more concerned about who they are willing to accommodate. Indications suggest that landlords are leaving the sector, with properties sold into home ownership thus reducing the pool of available homes. Private housing rents in the East of England have also been steadily increasing this year<sup>3</sup> (from 1.3% in January 2021 to 3% in

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<sup>1</sup> Consumer price inflation, UK: November 2021 [Office for National Statistics](https://www.ons.gov.uk/economy/inflationandcosts/articles/consumerpriceinflationintheuk/november2021)

<sup>2</sup> Economic and fiscal outlook, UK: October 2021 [Office for Budget Responsibility \(obr.uk\)](https://obr.uk/economic-outlook/)

<sup>3</sup> Experimental Index of Private Housing Rental price, UK: November 2021 [Office for National Statistics](https://www.ons.gov.uk/economy/rentalprices/articles/experimentalindexofprivatehousingrentalprice/november2021)

November 2021) with our forecast expecting a downside scenario of a further increase up to 3.6% by December 2024.

As a result, certain cohorts of people such as unemployed, low earners and self-employed are particularly likely to see their living standards reduced in the coming years. Moreover, those who are currently suffering from financial hardship are likely to struggle further. As an illustration, during the last 12 months, over 130 residents received advice on Council Tax debt, 68 on rent arrears and 6 on mortgage debt through our Help Hub services.

Research<sup>4</sup> from the Health Foundation has shown that the relationship between mental health and unemployment is bi-directional and that good mental health is a key influence on employability, finding a job and remaining in a job. For the first quarter of 2022, the unemployment count for both districts is expected to affect approximately 9,000 residents (4,341 in Broadland and 4,530 in South Norfolk).

During 2020, our Help Hub services received 2,224 requests for support. As the service has grown, 3,643 requests for support were accounted for in 2021. Some of the supporting reasons included homelessness, financial issues, parental and child mental health issues. During the 12-month period, ending July 2021, 415 referrals were made to Housing, 49 related to homelessness and 479 people requested support with housing.

The next few paragraphs will focus on the analysis of individuals assisted through the Councils' rough sleeper service. To provide context, the Councils' have adopted a broad definition of rough sleeper:

- Those at risk of rough sleeping, therefore action needs to take place to **prevent** it from occurring.
- Those who are already rough sleeping and **intervention** is required to offer accommodation and support.
- Those who have previously been at risk of/ or have experienced rough sleeping who can be offered **recovery** measures to support long-term positive outcomes and prevent further risk or a return to rough sleeping.

## 2. Profile of Rough Sleepers in Broadland and South Norfolk

### 2.1 Levels of Rough Sleeping

2.1.1 Between August 2019 and October 2021, there were a total of 306 rough sleeper reports added to our data record. Approximately 17% of those were repeated cases and 15% were individuals who could not be contacted due to the lack of identifiable details.

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<sup>4</sup> Unemployment and Mental Health, UK: April 2021 [The Health Foundation](#)

2.1.2 Notwithstanding, we offered accommodation to approximately 46% of these reports and were able to successfully accommodate 82% (116 individuals) of those who accepted our Rough Sleeper support.

2.1.3 Where we did not offer accommodation, this was due to a number of reasons. The main reason was the inability to locate individuals or to make contact with them. The second main reason was that some individuals found their own accommodation and or went through other services provided by our Councils such as the housing register where applicants can find affordable housing options (e.g. social housing, shared ownership scheme). Further reasons are detailed below.

Reasons for not offering accommodation	Total	%
In prison	1	1%
Unable to locate or to contact	73	44%
Accommodated or verified by another Local Authority	10	6%
Sectioned and or went through a mental health intervention	3	2%
Prefer or is able to stay with family, friends or partner	28	17%
Housed or received housing assistance through other means (e.g. individuals found their own accommodation, went through the Councils' housing register)	30	18%
Moved to another place (e.g. town, country)	8	5%
Required further verification	8	5%
History of eviction due to behavioural issues, uncooperative behaviour	4	2%
<b>Total</b>	<b>165</b>	<b>100%</b>

2.1.4 To be able to produce a robust statistical analysis of the profile of our rough sleepers, the next few sections are focused on those 116 individuals who were accommodated through our rough sleeper services, whose details could be registered. Unless otherwise stated, figures are for South Norfolk and Broadland combined.

## 2.2 District location and hot spots at time of referral

2.2.1 In terms of district location, 62% of our customers were from South Norfolk and 38% from Broadland.

BDC	SNC
44 (38%)	72 (62%)

2.2.1 In terms of hot spots, Coltishall in Broadland and Diss in South Norfolk were demonstrated to be the most frequented locations by our customers for each district. Diss, in particular as a town sited towards the bottom of the South Norfolk district and at some distance to Norwich could be expected to see higher numbers of rough sleepers.

BDC	SNC
<ul style="list-style-type: none"> <li>• Coltishall (x3)</li> <li>• Hevingham (2x)</li> </ul>	<ul style="list-style-type: none"> <li>• Diss (7x)</li> <li>• Costessey (4x)</li> <li>• Poringland (3x)</li> <li>• Wymondham (3x)</li> </ul>

## 2.3 Local Connection

2.3.1 The majority of our customers had a local connection with South Norfolk.

BDC	SNC	Unknown	Connection to another Norfolk District
36 (31%)	57 (49%)	8 (7%)	15 (13%) of which:  6 Norwich City Council 3 Great Yarmouth 6 Out of County

## 2.4 Rough Sleeper Status

2.4.1 The status of our customers showed that most were new to rough sleeping.

Repeat Rough Sleepers	New to Rough Sleeping	Unknown
43 (37%)	62 (53%)	11 (9%)

## 2.5 Living Arrangements prior to homelessness

2.5.1 The majority of our customers were living with family, friends or partners. This evidences ongoing impact of the pandemic where there is increased reluctance to offer housing, particularly where this is informal, such as sofa surfing or where homes are overcrowded.

2.5.2 The second most common living arrangement found among our customers was supported housing highlighting some of the ongoing complexities experienced by rough sleepers

Living with Family, friends or partners	Living on Boat or caravan	Living in Lodgings	Living in a Shared Ownership scheme	In Prison
39 (34%) <i>31x family or friends</i> <i>8x partners</i>	5 (4%) <i>4x caravan</i> <i>1x boat</i>	5 (4%)	1 (1%)	9 (8%)
Living in Social Rented or Private Rented housing	Supported housing	Living in Temporary Accommodation	Living in tied accommodation	Living arrangements unknown
7 (6%) PR 6 (5%) SR	17 (15%)	6 (5%)	2 (2%)	19 (16%)

## 2.6 Type of accommodation and scheme used through the Councils' Rough Sleeper Service

2.6.1 There were approximately 185 situations where our customers were migrating within accommodations and schemes until a positive outcome could be delivered while our officers were scrutinising our customers' needs and best options for individual cases.

2.6.2 Staging Post or SStS accommodation was the first consideration when offering accommodation and this is seen in 30% of accommodation offers. Where this was not available or it didn't meet the needs or risk profile of the customer, alternative accommodation was sought. As evidenced below, this mainly took the form of hotel or B&B's. Our Housing First service commenced in autumn 2021 and the first residents can be seen in the 3% below.

Everyone In	Hotel or B&B	Housing First	Staging Post
13 (7%)	101 (54%)	5 (3%)	42 (23%)
Private Sector Leased	Statutory Duty	Offer	Somewhere Safe to Stay Hub (SStS)
3 (2%)	5 (3%)	2 (1%)	14 (7%)

## 2.7 Gender and relationship status

2.7.1 In terms of gender, the majority of our customers were male.

Males	Females
95 (82%)	21 (18%)

2.7.2 In terms of relationship status, the majority of our customers were male and female singles. While, couples and families were much less common. It should be noted that the families did not include dependent children, instead being, for example, adult siblings or parent with an adult son or daughter.

Single Male	Single Female	Couples	Families	Unknown
90 (78%)	16 (14%)	6 (5%)	3 (3%)	1 (1%)

## 2.8 Age Groups

2.8.1 In terms of age, the majority of our customers were young adults, aged 18 to 29. The next highest percentages were found among those aged 41-50.

Aged 18-29	Aged 30-40	Aged 41-50	Aged 51-59	Aged 60+
38 (33%)	23 (20%)	34 (29%)	16 (14%)	5 (4%)

## 2.9 Nationality

2.9.1. In terms of nationality, 93% were UK nationals.

UK Nationals	EEA Nationals	Non-EEA Nationals	Unknown
108 (93%)	4 (3%)	1 (1%)	3 (3%)

## 2.10 Disability

2.10.1 The majority of our customers did not have a disability.

With a disability	Without a disability	Unknown
12 (10%)	87 (75%)	17 (15%)

## 2.11 Mental Health Issues

2.11.1 Approximately half (49%) of our customers had a mental health issue. Of those with a mental health issue, 9% were previously sectioned.

With a mental health issue	Without a mental health issue	Unknown
57 (49%) <i>9% previously sectioned due to MH issue</i>	41 (35%)	18 (16%)

## 2.12 Substance Misuse

2.12.1 The Majority of our customers did not have or substance misuse was unknown. However, approximately 17% of our customers had both drug and alcohol issues.

Drug Issues	Alcohol Issues	Both	None/Unknown
20 (17%)	9 (8%)	20 (17%)	67 (58%)

## 2.13 Mental health and substance misuse combined

2.13.1 Of 57 individuals with known mental health issues, approximately 28% also presented both drug and alcohol issues. In total, 61% had a mental health issue and at least one incidence of substance misuse issue.

With mental health and drug issues	With mental health and alcohol issues	With mental health, drug and alcohol issues
12 (21%)	7 (12%)	16 (28%)

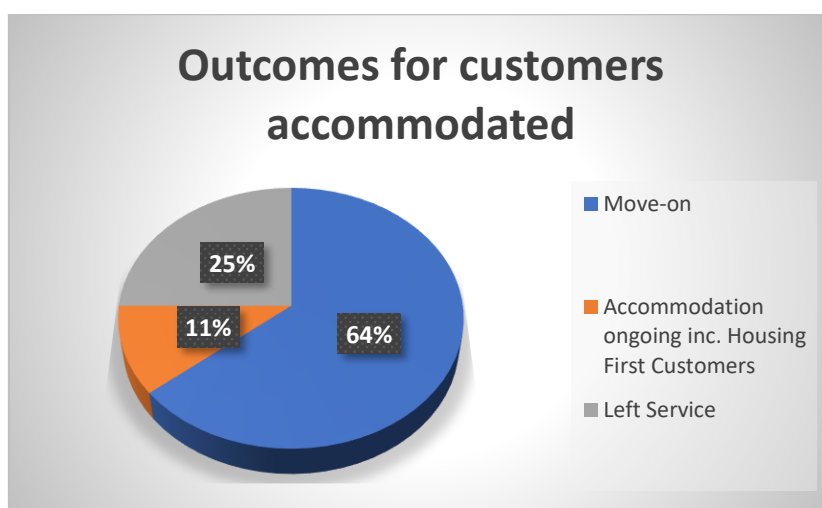
## 2.14 Offending within the last 12 months

2.14.1 Of 36 customers with a recent offending history, 15 had been in prison.

Yes	No	Unknown
36 (31%) <i>15 were in prison</i>	60 (52%)	20 (17%)

## 3. Outcomes

- 3.1 In terms of outcomes, for those 116 individuals, 128 outcomes were recorded. This is due to some individuals accessing and leaving the service twice. However, it highlights that only a small number of people have returned to, or are at risk of, rough sleeping and come back into the service once an outcome has been achieved.



- 3.2 It is also positive that a greater proportion of individuals within the service moved on to other accommodation or are still accommodated. A full breakdown of outcomes is given below:

Outcome – move-on from service	Number	%
Assessed as APN and accommodated under part VII	14	11%
Left to stay with partner	1	1%
Moved from area	1	1%
Moved into lodgings arrangement	9	7%
Moved into private rented	4	3%
Moved into rehab accommodation	1	1%
Moved into social tenancy	11	9%
Moved into supported accommodation	25	20%
Reconnected to other Local Authority	1	1%

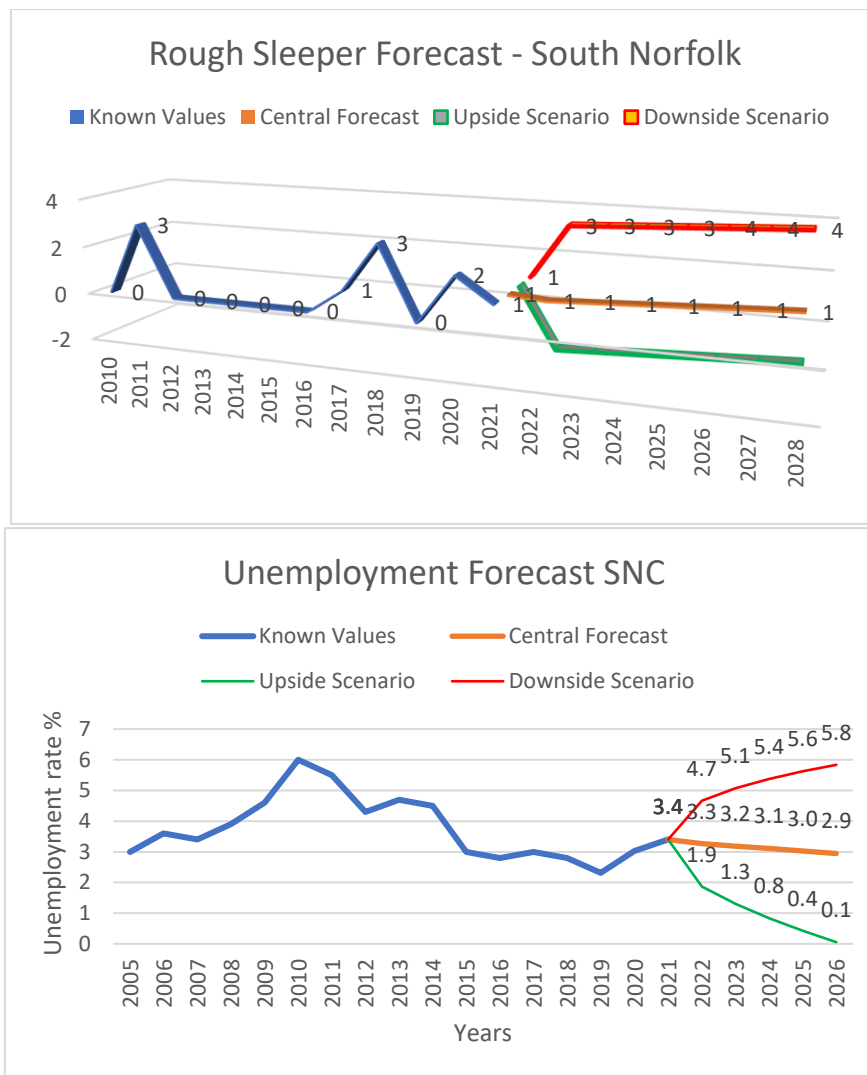
<b>Outcome – move-on from service</b>	<b>Number</b>	<b>%</b>
Reconnected with family/friends	11	9%
Returned to accommodation available	4	3%
Ongoing	14	11%
<b>Totals</b>	<b>96</b>	<b>75%</b>

<b>Outcome – Left service</b>	<b>Number</b>	<b>%</b>
Abandoned Project	12	9%
Accommodation ended as not occupying	4	3%
Evicted by accommodation provider	4	3%
Evicted from accommodation	11	9%
Received custodial sentence	1	1%
<b>Totals</b>	<b>32</b>	<b>25%</b>

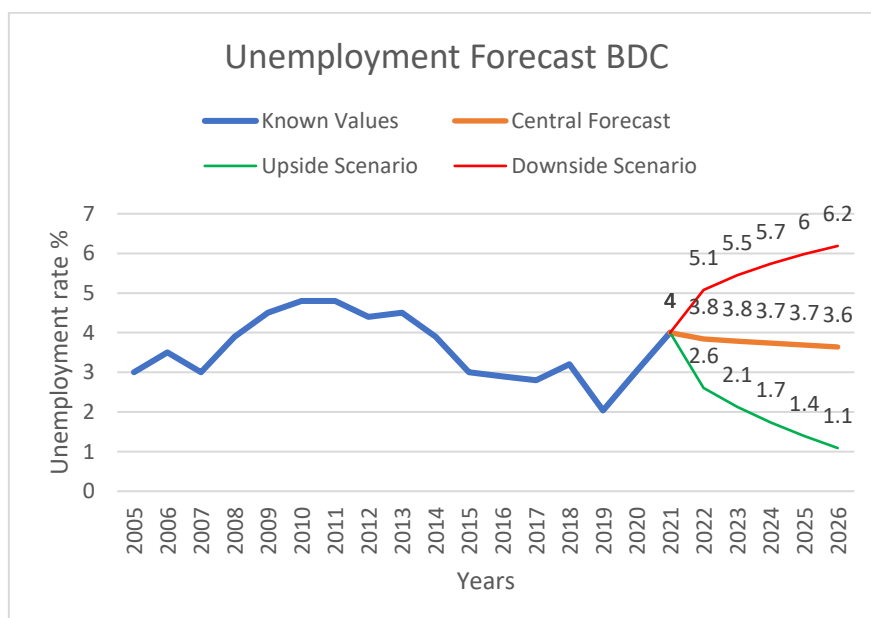
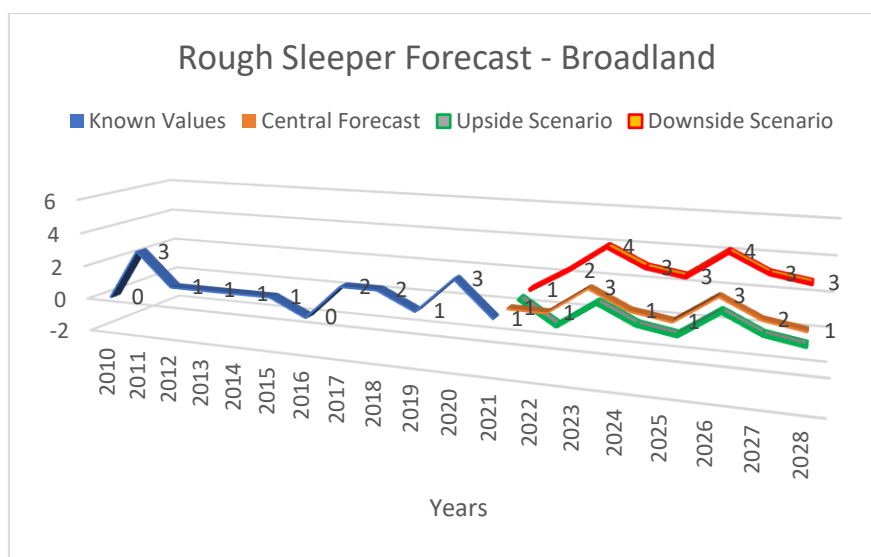
- 3.3 For those who were evicted, refused assistance or abandoned the accommodation, we continued with our efforts to assist them. We will continue to provide assistance in a variety of ways where we can and will re-accommodate when suitable. We will also seek to learn from these examples so we can better tailor service delivery.
- 3.4 The outcomes also evidence some of the complexities apparent in achieving long-term housing aims. For example, 20% of move-on was into Supported Accommodation indicating that the customer requires additional, although not as intensive support to move into permanent housing. Similarly, only 3% moved into private rented housing providing further evidence into the difficulties in accessing that housing sector at present.

## 4. Forecasting future numbers

- 4.1 An exercise took place to forecast future numbers of rough sleepers for South Norfolk and Broadland. This was achieved using data from the annual rough sleeper return based on a snapshot of number of rough sleepers based on a single night.
- 4.2 In South Norfolk, a central scenario forecast suggests that rough sleepers' cases would follow previous years' figures and be around 1 case prevalent on a single night. However, when considering the predicted and already existent changes in the national economic outlook and UK policies, in a downside scenario, South Norfolk could see an increase of 3 to 4 cases between 2022 and 2028.



- 4.3 Similarly, to South Norfolk, Broadland's downside scenario shows an increase of 3 to 4 cases prevalent on a single night. However, presenting the central scenario of expected new cases may fluctuate between 1, 2 and 3 cases... An upside scenario would present no new cases for the years between 2022 and 2028. However, when considering the national economic uncertainty and expected unemployment counts for the next few years, an upside scenario would be unexpected.



- 4.4 South Norfolk and Broadland District Councils have decided to develop a Rough Sleeping Strategy covering the period of 2022-2025, which will be aimed at securing longer-term solutions for our residents, while focusing on the preparedness of our services to be able to provide rapid interventions in periods of crisis such as the Covid-19 pandemic. Most of all, the aim is to continue our work towards our goal to eradicate rough sleeping among our residents.

## Appendix B:

Strategic Context Accessible Diagram		
<p style="text-align: center;"><b>South Norfolk Council</b>  <b>Broadland District Council</b>  <b>The vision for our place</b></p> <p style="text-align: center;">Working together to create the best place and environment for everyone, now and for future generations.</p> <ol style="list-style-type: none"> <li>1. Growing our economy</li> <li>2. <b>Supporting individuals and empowering communities</b> <ul style="list-style-type: none"> <li>• <b>Ensure that the most vulnerable feel safe and well</b></li> <li>• <b>Empower people to succeed and achieve their aspirations</b></li> <li>• <b>Create and support communities which are connected and are able to thrive</b></li> </ul> </li> <li>3. Protecting and improving our natural and built environment, whilst maximising quality of life</li> <li>4. Moving with the times, working smartly and collaboratively</li> </ol>		
<p><b>Greater Norwich Homelessness Strategy 2020-2025</b></p> <p>Vision:</p> <p>To work together to create a wrap-around offer helping people to take control of their own circumstances earlier, and stopping them from becoming homeless. Ensuring health and wellbeing, employment or training opportunities are either maintained or improved.</p> <p>Priority One : Domestic Abuse</p> <p>Priority Two: Preventing Homelessness</p> <p>Priority Three: Single and Youth Homelessness</p> <p>Priority Four: Financial Inclusion, Welfare Reform and Economic Growth</p>	<p><b>South Norfolk and Broadland Rough Sleeper Strategy 2022-2025</b></p> <p>Vision:</p> <p>To eliminate rough sleeping in our districts by taking a person centred approach and offering the right housing and support.</p> <p>Priority One: Prevention: Rough Sleeping is prevented</p> <p>Priority Two: Intervention: Offer the right accommodation and support at the right time. No second night sleeping rough</p> <p>Priority Three: Recovery: The impact of the service is positive and long-lasting for the customer</p> <p>Priority Four: Systems: Working together to eliminate rough sleeping</p>	
<p style="text-align: center;"><b>Our Delivery Plan 2022/23-2023/24</b></p> <p style="text-align: center;">People and Communities: Housing and Benefits (N)</p>		
<b>South Norfolk and Broadland Health and Wellbeing Strategy</b>	<b>Norfolk Homelessness Prevention Strategy 2022-2025</b>	<b>The Rough Sleeping Strategy (Department for Levelling Up Housing and Communities)</b>